

## **Masergy Earns 2018 International Business Awards® Gold Stevie® for Customer Service Department of the Year**

*Judges compelled by industry-leading Net Promoter Score and 99 percent customer retention*

**DALLAS—Nov. 5, 2018—**[Masergy](#), a leading provider of [secure hybrid networking](#), [cloud communications](#) and [managed security](#) solutions, was named the winner of a Gold Stevie® Award in the “Customer Service Department of the Year” category in the 15th Annual International Business Awards® (IBA).

“Masergy takes a holistic approach to customer experience, bringing together customized design, seamless implementation, unparalleled support, and continuous optimization,” said Todd Lechtenberg, senior vice president, global operations, Masergy. “Our dedicated team of passionate experts put customer business needs first, helping them accelerate digital transformation and become industry-disruptors.”

The IBA is the world’s premier business awards program. All individuals and organizations worldwide – public and private, for-profit and nonprofit, large and small - are eligible to submit nominations. The 2018 IBAs received entries from 74 nations and territories. Nicknamed the Stevies for the Greek word for “crowned,” the awards were presented at a gala awards banquet at the InterContinental London Park Lane Hotel in London on October 20.

More than 3,900 nominations from organizations of all sizes and in virtually every industry were submitted this year for consideration in a wide range of categories. Winners were determined by the average scores of more than 270 executives worldwide who participated on 12 juries.

Judges evaluated Masergy based on a number of criteria including organizational structure, corporate accomplishments and customer feedback. Masergy enjoys a 99 percent customer retention rate and consistently outperforms industry peers with an exceptional Net Promoter Score (NPS). In 2018, the company achieved an [NPS](#) of 71, compared to the B2B tech industry average of 21.

“This year’s Stevie Award winners in the IBAs are the most distinguished group of winners we’ve had yet,” said Michael Gallagher, president and founder of the Stevie Awards. “We raised the minimum average score from the judges required to qualify as a Stevie winner, so 2018 winners should be especially proud of their achievements. We look forward to presenting their Stevies to them in London, and to telling their stories over the coming year through Stevie Awards media.”

**(more)**

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Details about The International Business Awards and the lists of Stevie Award winners are available at [www.StevieAwards.com/IBA](http://www.StevieAwards.com/IBA).

### **About the Stevie® Awards**

Stevie Awards are conferred in seven programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Women in Business, the Stevie Awards for Great Employers and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 10,000 nominations each year from organizations in more than 70 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at [www.StevieAwards.com](http://www.StevieAwards.com).

### **About Masergy**

Masergy owns and operates the largest independent Software Defined Platform in the world, delivering secure hybrid networking, cloud communications, and managed security solutions to global enterprises. Our patented technology, customizable solutions, and unmatched customer experience are why a growing number of leading organizations rely on Masergy to deliver performance beyond expectations. Learn more about [Masergy](#) and follow us on our blog [Transforming Enterprise IT](#), [Twitter@Masergy](#), [LinkedIn](#) and [Facebook](#).

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